



		<b>POLICY</b>	
<b>Title</b>  <b>Accessibility Customer Service*</b>	<b>Created By*</b> ADMIN		
	<b>Review Required*</b> Accessibility Advisory Team	<b>Administrative Approval Required*</b> Malcolm Hopkins	
	<b>Original Policy Date*</b> September 2009	<b>Revision Date*</b> ANNUAL REVIEW REQUIRED POST ON EXTERNAL/INTRNAL WEBSITE	
	<b>Key Words*</b> Disability, equal access, accessibility, Accessibility for Ontarians with Disabilities Act 2005 (AODA), accommodation, assistive devices		

**Purpose\***

St. Thomas Elgin General Hospital (STEGH) is committed to supporting a culture that value promoting a positive and safe environment for the hospital community that is reflective of the hospital's organizational values. In particular, "Respect" means honouring the worth of each individual. STEGH is committed to providing accessible customer service to individuals with disabilities, consistent with the principles of understanding, acceptance, and inclusion.

**Policy\***

Members of the public are encouraged to use their own personal assistive devices to access STEGH services or use those provided by STEGH to assist with accessibility for individuals with disabilities. STEGH continues to promote an accessible environment for people with disabilities; monitored through the STEGH Accessibility Advisory Council.

**Responsibilities**

*Senior Management is responsible for:*

- considering accessibility and customer service for people with disabilities as part of the regular development and ongoing review of existing policies and Accessibility for Ontarians with Disabilities Act 2005 (AODA); and
- amending existing policies as needed to comply with the Accessibility Standards for Customer Service;
- overseeing, monitoring and supporting principals and implementing Accessibility Standards for Customer Service in the workplace;
- ensuring that practices are consistent with the core principles of independence, dignity, integration and equality of opportunity; and
- ensuring that the workplace permits and facilitates the use of assistive devices, service animals and/or support persons by those seeking customer service.

*Managers are responsible for:*

- implementing, monitoring and evaluating compliance of Accessibility Standards for Customer Service;
- receiving requests for accommodation from customers with disabilities;
- determining, in consultation with the patient/customer/hospital team member, the most appropriate accommodations;
- ensuring all front-line staff interfacing with patients/customers know the Accessibility Standards for Customer Service, and are trained in client specific accessibility customer standards where appropriate for their service area;

- ensuring staff are aware of procedure for back up accommodation or to notify patients/clients should accessibility be temporarily out of service (e.g.) if all elevators were out of service and a patient with a disability had an appointment in an area where it would be difficult to travel to (see procedure for attached template for notification signage if appropriate); Consider 1) what services in your area could be disrupted 2) who will post signage when this occurs or notify customers/patients 3) who will take signage down or re-notify customer/patients; when signage is removed it must be sent to Human Resources to document should future inspection require evidence of compliance.
- ensuring patient information includes education of the accessibility customer standards
- ensuring all records of training/attendance sheets related to Accessibility Customer Standards are maintained in Human Resources or Clinical Education Centre/Units for record keeping.

*Human Resource Services / Organizational Development Services are responsible for:*

- identifying and responding to corporate training needs;
- annual review of policies and procedures related to Accessibility Standards for Customer Service

*Accessibility Advisory Council*

- reporting as required by legislation the implementation of Accessibility Standards for Customer Service to the Ontario government.
- updating the annual accessibility plan

*Physicians, Employees, Students, Volunteers are responsible for:*

- supporting the implementation of the Accessibility Standards for Customer Service in the workplace;
- participating in required education related to the Accessibility Standards for Customer Service;
- forwarding feedback from patients/customers regarding the Accessibility Standards for Customer Service to their immediate supervisor/manager of the appropriate area; and
- interacting with patient/client population encouraging self-identification of disabilities by asking, “how may I help you?”

*Patients/Clients/Hospital Team Members are responsible for:*

- self-identifying as having a disability for which they require assistance in accessing STEGH services and communicating such to the appropriate STEGH personnel.

### **Departments Affected**

All areas of hospital

### **Definitions**

*Accessible:* Accessible is defined as something that can be easily accessed or used by a person with a disability.

*Accommodations:* Accommodations are measures used to make something accessible to an individual with a disability. Provision of assistive devices or services, changes to policies, programs or procedures, allowing a person with a disability to participate, even though they may participate differently, are some examples of accommodations.

*Adaptive or Assistive Devices:* Adaptive or assistive devices includes tools such as computers or special communication devices that facilitate access to information or services for people with disabilities, as well as devices/supports such as walkers, service animals, etc.

*Disability:* Disability as defined in the *Access for Ontarians with Disabilities Act, 2005*, means: a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness; b) a condition of mental impairment or a developmental disability; c) a learning disability or a dysfunction on one or more of the processes involved in understanding or using symbols

or spoken language; d) a mental disorder, or; e) an injury or disability for which benefits were claimed or received under the *Workplace Safety and Insurance Act, 1997*.

*Equality*: Equality means not only treating people the same way but also may mean treating people differently in order to ensure that they have access to information and services equal to persons without disabilities.

### **Legislative Context**

*Accessibility for Ontarians with Disabilities Act Ontario Regulation 409/07 (AODA)*

- *Accessibility Standards for Customer Service – Summary of Requirements* [www.AccessON.ca](http://www.AccessON.ca)
- *Accessibility Standards for Customer Service (Ontario Regulation 429/07)*

*Ontario Human Rights Code*

### **Attachments**

*Accessibility Standards for Customer Service – Summary of Requirements*

### **Related Procedures**

Accessibility Customer Service Procedure

Accessibility Interpreter Procedure

Accessibility Service Animal Procedure

### **Read Confirmation\***

Yes  No

Is this a policy that is mandatory for all individuals to read & do you require confirmation that it has been read when initiated or has been changed?

\*Required information

Accessibility Standards for Customer Service

[www.AccessON.ca](http://www.AccessON.ca)



		<b>PROCEDURE</b>	
<b>ACCESSIBILITY CUSTOMER SERVICE*</b>	<b>Created By*</b> HUMAN RESOURCES		
	<b>Review Required*</b> DAVID SIMPSON SUSAN GORDON ACCESSIBILITY ADVISORY TEAM		<b>Administrative Approval Required*</b>  Paul Collins, CEO
	<b>Original Procedure Date*</b> May 2009		<b>Revision Date*</b> ANNUAL REVIEW AND UPDATE REQUIRED
	<b>Key Words*</b> Disability, handicap, equal access,		


**Purpose\***

The purpose of the accessibility customer service procedure is to provide clarity on how to support the policy on accessibility to assist individuals with disabilities and educate STEGH employees, management, physicians, students, and volunteers, on accessible service accommodations and related procedures.

**Procedure\***

Members of the public are encouraged to use their own personal assistive devices to access STEGH services or use accessibility services/accommodations available at STEGH to assist people with disabilities.

**Accessibility Services/Accommodation available at STEGH**

- **Printed Floor Plan**
  - Signage on each floor posted at elevator
  - Each floor is designated floor # in large print by elevator
- **Escorts**
  - Volunteers available to escort (Mon-Fri 0800-1600); phone 2167
  - Assistance of a staff person in reaching destinations
- **Directory Signs**
  - Inside Main Entrance Doors / beside the Information Desk
  - First Floor
- **Accessible Entrances**
  - East entrance and CCC is accessible at ground level and without curbing
  - Equipped with automatic, sliding doors
- **Accessible Parking**
  - Designated spaces in lots for visitors, patients, and staff
- **Accessible Washrooms**
  - Accessible washroom marked with this symbol: 
- **Accessible Elevators**
  - Accessible and equipped with audio tones and Braille
- **Handrails/bumpers**

- In main hallways
- **Wheelchairs**
  - Available in Emergency and East Entrance
- **Care of the Bariatric Patient**
  - Bariatric beds, lifts, stretchers, commodes, wheelchairs
  - See policies & procedures for care of the bariatric patient (draft)
- **Animals**
  - See procedure on Service Animals
  - Contact the service area manager for further information
- **Phones and Teletypewriter (TTY) Text Phone Devices**
  - Portable device (TTY) is available at Switchboard for use or loan
  - Permanent TTY device at Switchboard location
  - User phone # STEGH TTY Line (519) 631-7789
- **American Sign Language (ASL) Interpreters**
  - Available upon request – advanced notice is required
  - Contact the Canadian Hearing Society, OIS Assignment as per Accessibility Interpreter Procedure
- **Interpreters**
  - Accessibility Procedure with Interpreter List

### **Departments Affected**

All areas of hospital

### **Definitions**

TTY(Telephone Teletype) is a phone device for use by people who are Deaf or who have a speech impairment.

### **Related Policies and Procedures**

Accessibility Customer Service Policy

Interpreter Procedure

Service Animal Procedure

Code of Conduct

Care of the bariatric patient policy and procedures (draft)

### **Attachments**

Template for signage for posting is access is temporarily out of service (disruption of service template)

**Read Confirmation\***      Yes       No

Is this a procedure that is mandatory for all individuals to read & do you require confirmation that it has been read?



# Notice

## Disruption in Service

**There is currently an unexpected service disruption. The estimated time of the service disruption will be:**

**From:** \_\_\_\_\_

**To:** \_\_\_\_\_

**The disruption includes:**

---

**The following alternative services are available:**

On the behalf of the St. Thomas Elgin General we would like to thank you for your patience in this matter.

**Contact:** \_\_\_\_\_

Upon removal of this sign – please forward to Human Resources for record keeping.